

	<b>Regulatory Standards Division</b>	<b>FAQ's</b>	<b>Revision</b>  <b>1</b>
<b>Title:</b>	<b>Frequently Asked Questions (FAQ)</b>	<b>Date: 06/01/06</b>	<b>Page 1 of 3</b>

REVISION HISTORY			
Rev	Description of Change	Author	Effective Date
A	Original	RDB	02/02/2006
1	Replaced web link on question #7	RDB	06/01/2006

## Frequently Asked Questions (FAQ)

### 1. What will the AMA-200 Quality Management System (QMS) do for me as an employee and for the FAA overall?

Each and every AMA-200 employee is critical to the overall success of the organization. The implementation of an internal QMS will provide employees with:

- a. A clear understanding of the documented process(es) they interact with;
- b. Product/process consistency, standardization; and
- c. Measures to determine the effectiveness of process performance and product conformity.
- d. Increase in the ability of AMA-200 to focus on defined objectives; and
- e. Baselines established for continual improvement.

### 2. Will the QMS serve as a tool to measure an individual's performance?

The QMS focuses on the **Process** and not **People**. Clauses within the ISO Standard require organizations to measure the performance of **processes** and the conformity of products. A QMS provides documented processes to ensure that activities are performed under defined procedure. A QMS also provides a vehicle to continually improve those processes.

### 3. What is a "process" as defined by our QMS? Give an example.

Work performed by AMA-200 personnel is accomplished through a process or a series of processes. An example of a AMA-200 process would be the procedure of distributing, inputting and evaluating end of course critiques.

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**4. What will be a typical product under our division QMS? Give an example.**

A product is the result of a process. The output may be a document or a service that is provided by AMA-200 to its customers. Example: AMA-200 produces and delivers training for field and industry customers.

**5. Will the new QMS do away with overlapping functions within the division?**

The implementation of a QMS may bring more attention to overlapping functions. The focus of the QMS is on consistency and ensuring what is produced meets customer needs.

**6. Why doesn't each employee have a copy of the ISO Standards?**

The Standards are copyright protected and legally cannot be disseminated without paying royalties. The price for purchasing a compendium of the Standards is close to \$100 USD per copy. Providing each employee with a copy would not be cost effective. A current link to the standard is on the AMA-200 web site at <http://academy.faa.gov/ama200/newiso9000/documents/ISOStandards.pdf>.

The division management representative maintains a current copy of the ISO 9001 standard, which can be used by all division personnel.

**7. How long is the ISO-9001: 2000 certification effective for?**

The current certificate will expire June 2007. Six months prior to expiration a re-assessment will be performed by an external ISO certified auditor. AMA-200 successfully achieved certification in June 2004. Our organization is audited by an external ISO certified auditor every six months. The audit schedule can be located at <http://www.academy.faa.gov/ama200/QMSaudit.htm>

**8. Who is going to maintain the QMS?**

The responsibility for maintaining the QMS lies with AMA-200 management. All employees within AMA-200 will play a role in using the QMS to achieve continual improvement.

**9. Was the ISO overview training received last year considered formal training?**

No, the past ISO orientation training sessions were not considered formal FAA training. They were provided to inform division personnel about the QMS initiative.

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**10. Why were only a few individuals provided lead auditor training?**

Each branch was asked to appoint a person within the branch who could be responsible for assisting the division through the QMS implementation process. These individuals were then asked to attend the Lead Auditor Training Program because we felt this training would:

- a. Teach them extensively about the ISO 9001 Standard and thus provide insight during implementation.
- b. Provide them with skills that we could later use during the development of our internal audit process and auditor pool.

**11. Are personnel in our division expected to know what the procedures and unique document numbers are for each form used in the division?**

Yes. If an individual is performing a task within the division that is documented in a procedure, they are expected to know what the procedure states and what should be done. This includes the ability to find the document on-line or in a hardcopy nearby.

**12. Are personnel responsible to know the latest revision to documents they use? As an example, will personnel who are involved with a log be expected to know the number and revision date for the log?**

Yes. Personnel should be familiar with how they could obtain the revision level to any document they are involved in using. The ability to access the online version to verify the revision level is critical to ensuring that the proper documents are being used.

**13. Will a person be expected to know about a procedure that defines steps prior to their involvement with the final product?**

No. Individuals must be aware of the steps that they are expected to carry out in a procedure. However, it would be helpful if they did understand what step occurs just prior to and after their involvement. This knowledge could assist in an individual's conception of flow, requirements, impact and role they play to the overall process.